

Health Insurance Exchanges:

IT Release 1 - Overview of Federally Facilitated Exchange and Data Services Hub Development

Office of Information Services

Centers for Medicare & Medicaid Services
Department of Health and Human Services



April 2012

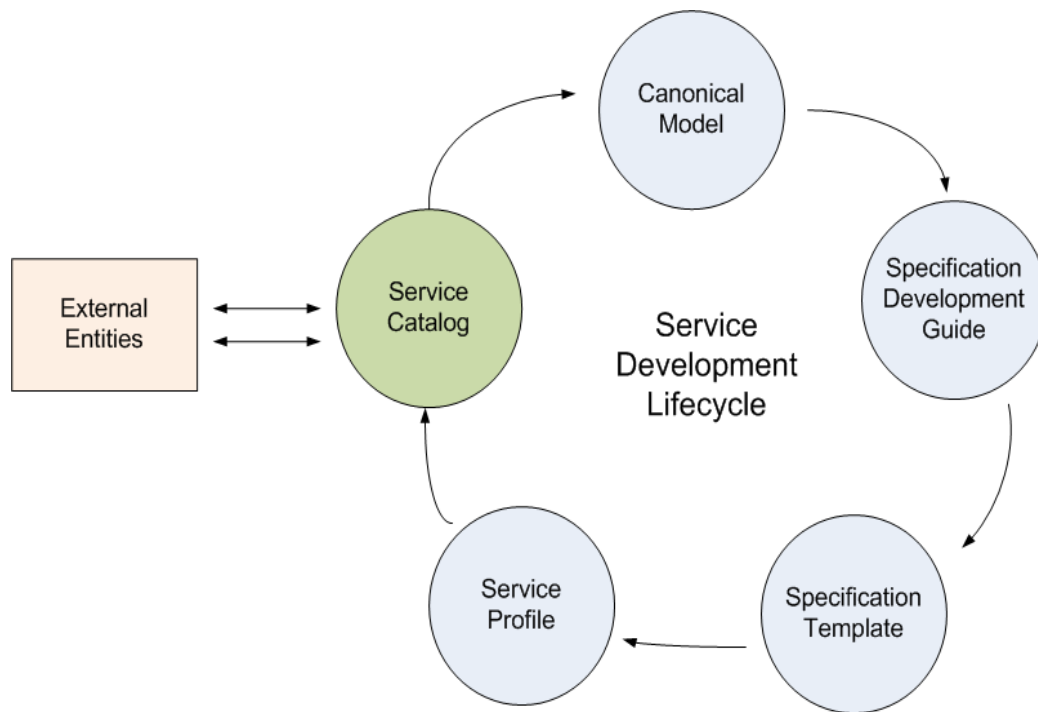
Overview and Agenda

Topic	Objective	Speaker
Release Process	Development Lifecycle & Process Release and Sprint level activities Testing Roles & Activities Usage by States Test Strategy	OIS
Release Discussion	Release 1 Features, Roadmap, and Benefits	CCIIO
Next Steps	Timeline and Functionalities Planned for Future Releases	OIS
Questions & Answers	Questions and Audience Feedback	All

Overview of Federally Facilitated Exchange and Data Services Hub Development Approach

- ✓ The Federally Facilitated Exchange IT core exchange functions:
 - Eligibility and Enrollment (E&E)
 - Small Business Health Options program (SHOP)
 - Plan Management (PM)
 - Financial Management (FM)
 - Customer Service
 - Oversight
- ✓ The Data Services Hub
 - Supporting business services (ex: Verification of Citizenship)
- ✓ Quarterly Releases
 - Allows states to align their plans and activities to those of the Federal government

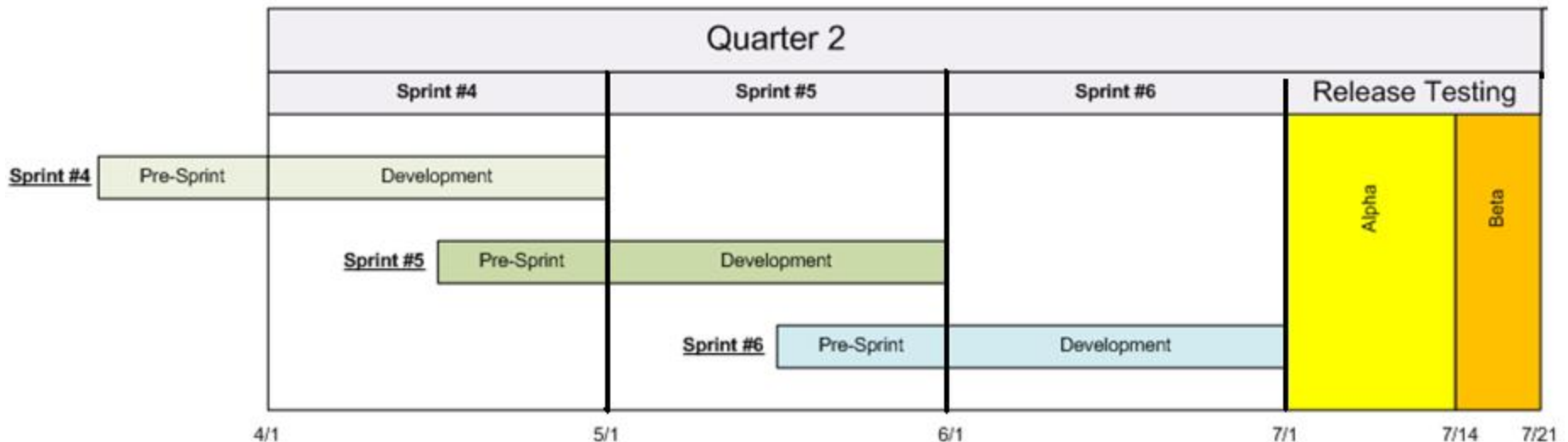
Service Development Lifecycle



Use Case: Verify Incarceration

1. Confirm data elements from source and utilize by all
2. Build notional services
3. Complete filling Specification template (inputs/outputs/conditions)
4. Compile Service Profile (LDM, WSDL, XSDs, etc)
5. Build Service
6. Add to Service Catalog
7. State download and ingest services

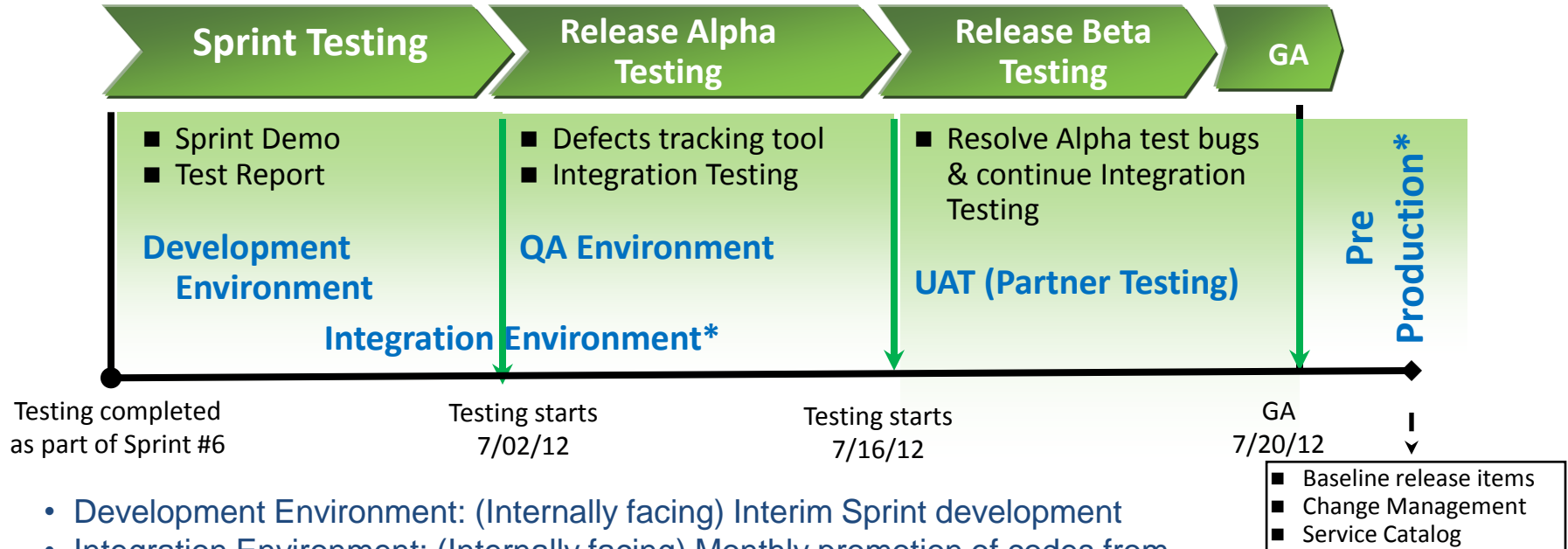
Sprint and Release Approach



- Release Planning Meeting (1 month prior to start of Release)
- Start of Release activities (Prior to first pre-Sprint activities)
- End of the Release activities (following completion of all Sprint activities and prior to completion of Alpha testing)

General
Available

Testing Environment

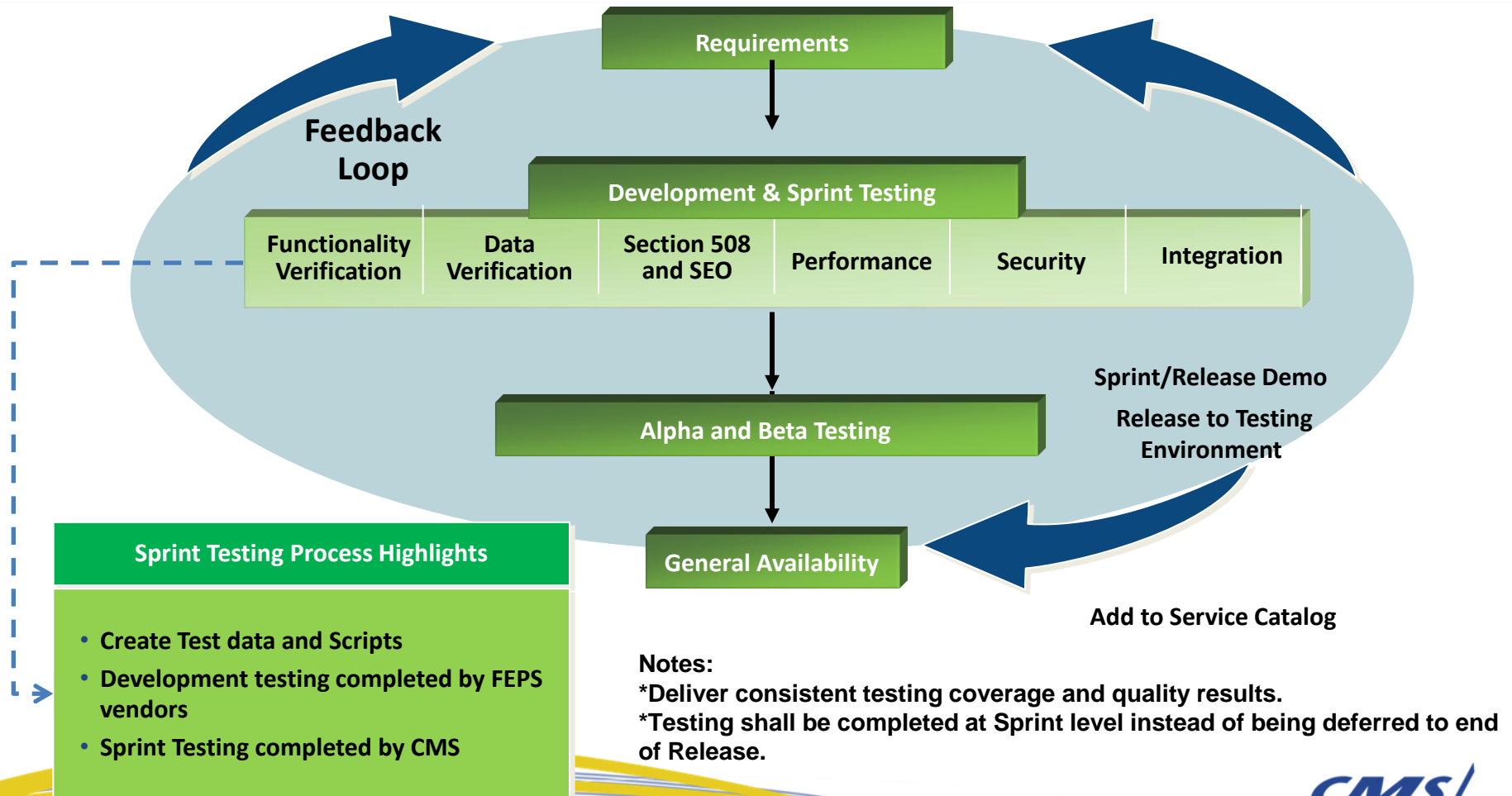


- Development Environment: (Internally facing) Interim Sprint development
- Integration Environment: (Internally facing) Monthly promotion of codes from Dev environment – to test end of sprint level integrations
- QA Environment: (Internally facing) Quarterly promotion of codes from Integration environment – to test end of Release level integrations
- UAT (Partnership Testing): (Externally facing) test environment with key partners like States and Issuers

CMS Release Definitions

- Alpha Test: Integrated release testing by CCIIO, OIS, CMCS for all release items; includes regression testing of previously released items/functions.
- Beta Test: External partner (states, issuers, & federal agencies) integrated testing for all release items; includes regression testing of previously released items/functions.
- Integration: Testing of interface/integrated services during Alpha and Beta testing between systems.
- General Available: Date when release items are available to all states, issuers, and federal agencies (for testing as well as code/service download).
- Production: Operational use of General Available codes/services in a dedicated Production environment.
- Code Promotion: Use of CMS' continuous delivery platform to move codes for Code Repository, build, versioning, and automatic code verification thru various testing environments.

Overview and Agenda



Testing Roles/Activities

- CCIO/CMCS: Participate in sprint and release level testing (including Alpha and Beta testing); review test plan and report
- OIS: Participate in sprint and release level testing and facilitate Release level Alpha and Beta testing; Complete enterprise level test plan and testing report
- Vendors: Conduct Unit and System testing at Sprint and Release levels; Complete system level test plan and testing report
- External Partners: Participate in Alpha or Sprint testing (applies to select group of External Partners only); Participate in Beta testing

Note*: Test plan from OIS will capture threshold for code/functionality promotions and entry & exit criteria associated with Alpha & Beta testing.

Release Summary for Q1 & Q2, 2012

Q1, 2012: Release 1

- E&E: Exchange Eligibility Rules for Enrollment in a QHP and for Insurance Affordability Programs
- PM: QHP Issuer Data Collection Part 1: Data Submission
- FM: Bookkeeping (1 of 5), determine payments to Issuers
- Hub: Basic infrastructure and technical service environment set-up – atomic and composite web services

Q2, 2012: Release 2

- E&E: Core Verifications, Supporting Eligibility Functions, “My Account”
- PM: QHP Issuer Data Collection and Evaluation for Certification, QHP Rate & Benefit Data Collection
- FM: Bookkeeping (2 of 5), Distributed Data
- Hub: (stubs)* SSN/Citizenship, Income Verification and Related Services

**Note these Hub services will provide a response (stub) to planned E&E services for testing purposes.*

Release Summary for Q3 & Q4, 2012

Q3, 2012: Release 3

- E&E: Application, SHOP Premium Payment, Changes during the Benefit year
- PM: QHP Rate & Benefit Evaluation for Certification
- FM: Bookkeeping (3 of 5), Distributed Data
- Hub: (stub)* Verify Eligibility for Other Public MEC (Non-ESI MEC)

Q4, 2012: Release 4

- E&E: Enrollment, Exemptions, Appeals
- PM: Premium Calculator & Out of Pocket Calculator (OOPC)
- FM: Bookkeeping (4 of 5), RA, APTC/CSR Payments, Non-QHP Distributed Data
- Hub: Verifications – connections to external data sources
- Other Areas: Call Center

**Note these Hub services will provide a response (stub) to planned E&E services for testing purposes.*

Release 1 Package

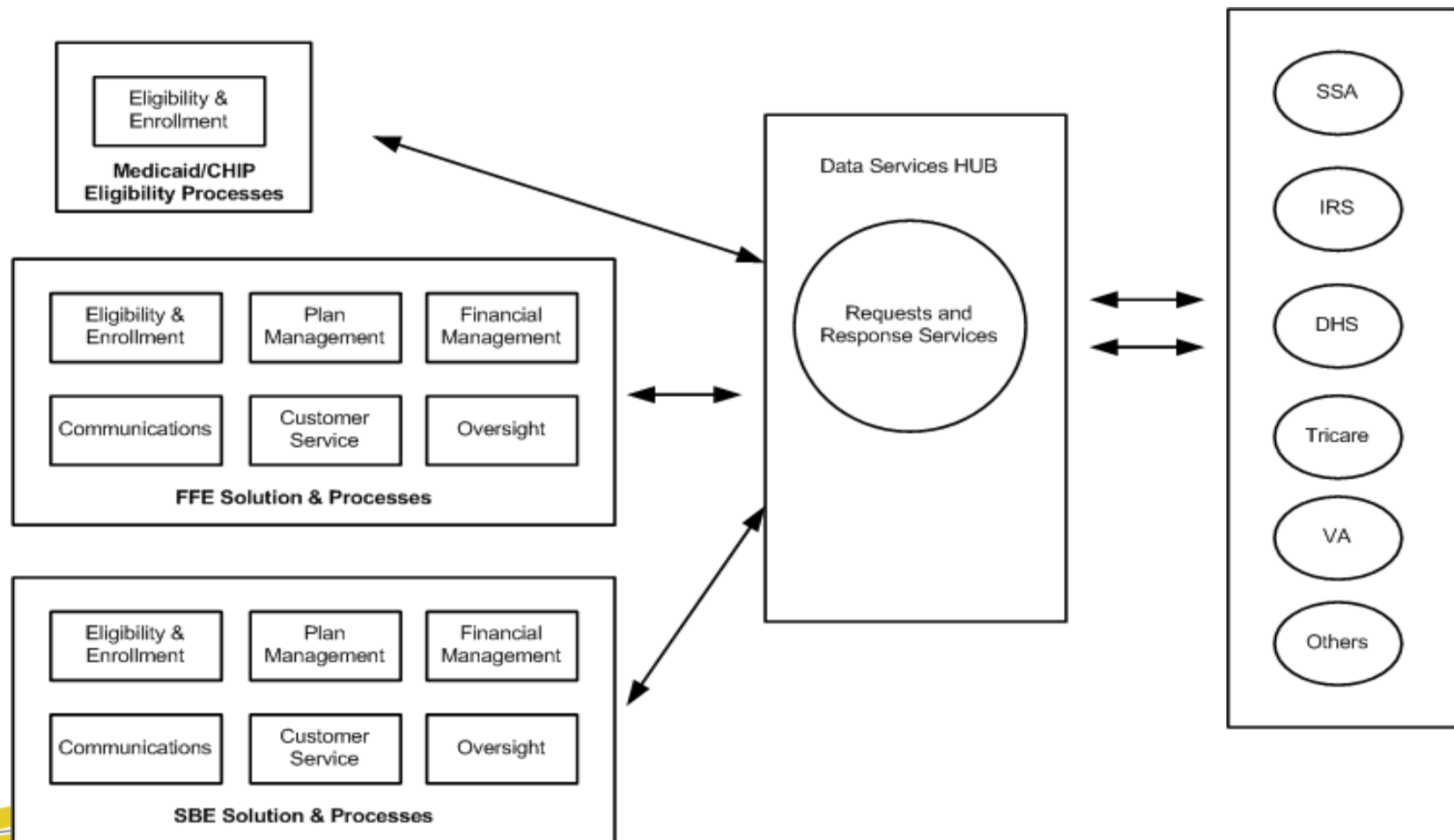
- ✓ Release 1 Package consists of the following artifacts:
 - Release Artifacts (Notes, Plan, Summary, Release Road Map)
 - Release test plans (including results/data)
 - Data Services Hub Release 1 Artifacts
 - Canonical Model Package (Overview, Governance Plan, Strategic Plan)
 - Services Package (SOA Repository/Catalog, Developers Guide, Service Specification Template, Service Profile Template)

Use of Release Information by States

- Get (Pre-requisite) Background Information
 - Canonical Model (principles and process)
 - Service Specifications (developers guide, template, profiles) and Service Catalog
- Use Release Information
 - Review Release Schedule, Release notes and identify interested Services
 - Obtain Service Profile for each component/service
 - Participate in Release Demo/training
 - Get Access to CMS FFE/HUB test environment
 - Participate in testing and provide feedback

Details of FFE and HUB Releases

Release 1 Items



FFE IT Release 1 Overview

Exchange Functional Area	Description
Eligibility and Enrollment	Determine Eligibility for enrollment in a Qualified Health Plan (QHP), Determine Eligibility for Advanced Payments of the Premium Tax Credit (APTC)/Cost-sharing Reductions (CSR), Determine Eligibility for CSR based on whether an Individual is an Indian, Eligibility for Medicaid/Children's Health Insurance Program (CHIP)/the Basic Health Program (BHP), Inconsistency Period/90 Day Clock, Basic Hub/FFE Interface, Verification of incarceration status*, Verification of residency*, Employer Eligibility for SHOP, Employee Eligibility for SHOP
Plan Management	Issuer & State EHB Benchmark Data Collection & Evaluation: QHP issuer Notice of Intent (NOI) to apply, QHP issuer data collection,(Part I), QHP application evaluation for certification (Part I)
Financial Management	APTC/CSR extract process, Authorize initiation of process, Enter review/approval decision

**This service includes an FFE service call to the Hub, but does not include Hub functionality/connection to a data source*

FFE Release 1 Items for Eligibility & Enrollment

Feature & What Was Completed in Q1	Feature Description
Determine Eligibility for enrollment in a QHP	Services to determine applicant's eligibility for enrollment in a QHP through the Exchange.
Determine Eligibility for APTC/CSR	Services to determine eligibility for APTC and CSR. Corresponding Hub services and data source interfaces to perform the determination will be in a later release.
Determine Eligibility for CSR based on Whether an Individual is an Indian	Services to determine applicant's eligibility status (special cost sharing rules) based on whether an Individual is an Indian.
Determine Eligibility for Medicaid, CHIP and BHP	Services to determine eligibility for Medicaid, CHIP and BHP. There are corresponding Hub services and data source interfaces to perform the determination.
Determine Employer and Employee Eligibility for SHOP	Services to determine Small Business Employer and Employee eligibility for participation in SHOP.
Inconsistency period/90-day clock	This framework will be used to manage all inconsistency periods that may occur as part of the eligibility process.
Verify Incarceration Status	Service to verify an applicant's incarceration status. This Exchange service will invoke a corresponding service on the Hub, which calls a corresponding data source interface to perform the verification. This corresponding Hub functionality is scheduled to be built for a later release.
Verify Residency in an Exchange Service Area	Service to verify an applicant's residency status. This Exchange service will invoke a corresponding service on the Hub, which calls a corresponding data source interface to perform the verification. This corresponding Hub functionality is scheduled to be built for a later release.

HUB Release 1 Items

A. Atomic Web Service: Verify each information (SSN, Verification of Citizenship, Status as a National and Lawful Presence) for Individuals as unique services

- Verify SSN : Verification of SSN thru SSA
- Verify Citizenship: Verification of Citizenship thru SSA
- Verify Lawful Presence: Verification of Lawful Presence thru DHS

B. Composite Web Service: Verify SSN, Verification of Citizenship, Status as a National and Lawful Presence for Individuals as one web service

Release 2 (Q2 - 2012) Details

Federally Facilitated Exchange

E&E	"My Account" – core functionality
E&E	Notices – core functionality
E&E	Verify Household Income (APTC/CSR)*
E&E	Verify Household Income (Medicaid/CHIP)*
E&E	Verify Household Composition (APTC/CSR)*
E&E	Verify Household Composition (Medicaid/CHIP)*
E&E	Verify Eligibility for Other Public Non-ESI MEC*
E&E	Verify Whether an Individual is an Indian*
E&E	Verify Citizenship, Status as a National, and Lawful Presence*
E&E	Plan compare – consumer-facing pages
E&E	Plan Select
E&E	Qualify for an Enrollment Period
PM	QHP Issuer Data Collection Part 2: Data Validation
PM	QHP Issuer Evaluation for Certification
PM	Benefit Data Collection
PM	Rate Data Collection
PM	Premium Calculator (1 of 3)
PM	EHB State Benchmark Selection**
FM	Bookkeeping #2
FM	Distributed Architecture and Data Model
FM	Distributed Claims and Enrollee Data Processing

Data Services Hub

Hub	Validate SSN – no actual connection to SSA
Hub	Verify Citizenship – no actual connection with SSA
Hub	Verify Lawful Presence and Status as a National (core functionality) – no actual connection to DHS
Hub	Verify Household Income (Annual) – no actual connection to IRS
Hub	Verify Household Income (Current) – no actual connection to external data source
Hub	Compute Maximum Advance Payment of the Premium Tax Credit) – no actual connection to IRS

**This service includes an FFE service call to the Hub, but does not include Hub functionality/connection to a data source*

Note 1: Hub services will provide a response (stub) to planned E&E services for testing purposes. A connection with data sources is planned in a later release.

Note 2: Other Exchange functional areas will be added as they are identified and prioritized.

Note 3: Parity in SHOP Functionality may lag by one or more releases.

** Public Release Date TBD

Release 3 (Q3 - 2012) Details

Federally Facilitated Exchange

E&E	"My Account" – additional functionality
E&E	Welcome/Educational Information
E&E	Application Program Interface
E&E	SHOP Initial Premium
E&E	Changes during the benefit year
E&E	Online Application
E&E	Enrollment – infrastructure to support 834 transactions
E&E	Review and Adjudicate Documents – core functionality
PM	Analyze Benefits and Cost-Sharing
PM	Analyze QHP Rate Information
PM	Finalize QHP Certification Agreement
PM	Actuarial Value (AV) Calculator**
PM	Premium Calculator (2 of 3)
PM	Out of Pocket Calculator (OOPC) (1 of 2)
FM	Distributed Claims and Enrollee Data Processing
FM	Risk Adjustment - State & Plan Average Actuarial Risk

Data Services Hub

Hub	Verify Eligibility for Other Public MEC (Non-ESI MEC) – no actual connection to external data source
Hub	Assess & Transfer Individual Eligibility for Medicaid Based on Factors Other than MAGI - no actual connection with Medicaid

**This service includes an FFE service call to the Hub, but does not include Hub functionality/connection to a data source*

Note 1: Hub services will provide a response (stub) to planned E&E services for testing purposes. A connection with data sources is planned in a later release.

Note 2: Other Exchange functional areas will be added as they are identified and prioritized.

** Public Release Date TBD

Release 4 (Q4 - 2012) Details

Federally Facilitated Exchange

E&E	My Account – additional functionality
E&E	Exemptions
E&E	Employer Appeals
E&E	Individual Appeal Eligibility Determination
E&E	Transfer Information to/from the Exchange, Medicaid and BHP
E&E	Additional Supporting Enrollment Functionality
E&E	Enrollment Reconciliation
E&E	Welcome/Educational Information – continued
E&E	Appeals and Eligibility Worker Desktop
E&E	Assister/Navigator
E&E	Verify Eligibility for ESI-MEC
E&E	Plan Compare – functionality connected to the Premium Calculator
E&E	Manual Processing
PM	Out of Pocket Calculator (OOPC) (2 of 2)
PM	Premium Calculator (3 of 3)
FM	Pay APTC/CSR
FM	SHOP Premium Aggregation
FM	Bookkeeping Accounting Interface
Other	Call Center

Data Services Hub

Hub	Verify Lawful Presence and Status as a National (additional functionality) - connection to DHS
Hub	Verify Eligibility for Other Public MEC (Non-ESI MEC) – connection to external data sources
Hub	Verify Household Income (annual) – connection to IRS
Hub	Verify Household Income (current) - connection to IRS
Hub	Verify Residency – connection to external data sources
Hub	Verify Incarceration Status – connection to external data sources
Hub	Receive/send monthly and end-of-year reporting to the IRS – connection to IRS
Hub	Other reporting functions

**This service includes an FFE service call to the Hub, but does not include Hub functionality/connection to a data source*

Note 1: Hub services will provide a response (stub) to planned E&E services for testing purposes. A connection with data sources is planned in a later release.

Note 2: Other Exchange functional areas will be added as they are identified and prioritized.

Release 2013 Details

Federally Facilitated Exchange

E&E	Annual Redetermination
FM	Risk Adjustment
FM	Bookkeeping (5 of 5)
FM	Re-Insurance Contribution Collection
FM	Re-Insurance Payment Calculation
FM	Internal Management Reports
FM	Management Dashboard
FM	CSR Reconciliation
FM	Risk Corridors
Quality	Enrollee Satisfaction Survey (ESS Part 1 (FFE and SBE))
Quality	Survey Contracting Oversight (ESS Part 2 (FFE and SBE))
Quality	Manage and Analyze Data for Quality Rating System (FFE and SBE) - PART 1
Quality	Manage and Analyze Data for Quality Rating System (FFE and SBE); Alternative Quality Rating management (SBE) - PART 2
Quality	Manage Quality Improvement Strategy Data (FFE and SBE)
Quality	Manage and Analyze Quality Data for Certification Later Years (FFE)
Quality	Display of Quality Data in Later Year (FFE)
Quality	Accreditation (SBE)
Other	Call Center – Continued Requirements

Federally Facilitated Exchange

PM	Recertification and Renewal Process
PM	Account Management
PM	Issuer Self-Service Module
PM	Track QHP Compliance Actions
PM	Provide Plan Monitoring Data to States
PM	Process Change in Enrollment Availability
PM	Decertify QHP / Withdrawal
PM	Collect Transparency Data

Data Services Hub

Hub	Transfer eligibility information from another Exchange
-----	--

Review of Additional Release Artifacts

- ✓ Review of supporting artifacts
- ✓ Release 1 materials and resources are available through CALT and can be accessed by:
 - https://calt.hhs.gov/sf/docman/do/listDocuments/projects.se_portal_sandbox/docman.root.release_documents
 - Need CALT Account
 - If no account, please reach out to your State Officers for assistance

Upcoming Training and Testing

- There will be a separate presentation designed specifically for Issuers to address their needs around Plan Management and Enrollment.
- We will be speaking to environment access for testing and artifacts consumption (requirements, code, services, etc.) in a Webinar tentatively scheduled for 5/15/2012.
- After training, States and Issuers will have the opportunity to be involved in beta testing for Release 1, as well as for subsequent releases later this year.

Questions?

For specific questions or comments about IT Release 1, or about upcoming releases, please contact your State Officer and OIS IT PM directly.

Thank you!